

**FORM NL-41 GREIVANCE DISPOSAL**

**Insurer:** **RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED**

**Date:** **12-04-2019**

*(Rs in Lakhs)*  
**GRIEVANCE DISPOSAL**

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	0	0	0		0	0
b)	Policy Administration Related	0	0	0		0	0
c)	Insurance Policy Coverage related	0	0	0		0	0
d)	Claims related	0	1	0		1	0
e)	others	0	0	0		0	0
d)	<b>Total Number</b>	0	1	0		1	0

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	1	0	1
b)	Greater than 15 days	0	0	0
	<b>Total Number</b>	1	0	1

\* Opening balance should tally with the closing balance of the previous financial year.